

IHDT / GUIDING PRINCIPLES

The IHDT design process is a self-guided process. The IHDT members set principles that would steer them in a common direction and instill unity. The principles guide the IHDT's discussions, findings, and recommendations in this report. The guiding principles are:

PATIENT CARE COMES FIRST

BE CUSTOMER-CENTERED

Being customer-centered shall become a core value in the mission of all Indian organizations along with the IHS. Customers include all people, tribes, and other Indian organizations dependent on a program's services.

FOCUS ON HEALTH

Clinical, public health, and administrative functions shall be focused to promote high quality and cost effective patient care services. Any savings resulting from redesign shall be directed to patient care.

SOVEREIGNTY

The Federal government shall honor, uphold, protect, and advocate inherent sovereign rights and rights of the AI/AN Nations as evidenced by the treaty signing process, the content of those signed treaties by the signatory parties, and as afforded by the U.S. Constitution, Treaties, U.S. Statutes, Treaty Cessions, State Constitutional Disclaimer Provisions, Agreements, International Declarations of Indigenous Peoples Rights and Executive Orders.

CULTURAL SENSITIVITY

Structure, programs, and services shall be designed in partnership to respect cultural diversity at the local level.

TRUST RESPONSIBILITY

The Federal government has the trust responsibility to provide health services to Indian people.

EMPOWERMENT/ADAPTABILITY

Sufficient decision making autonomy shall exist at the local level to enable capacity to address service delivery needs.

ACCOUNTABILITY

Accountability systems shall be designed to ensure efficiency, effectiveness, and patient and customer satisfaction regarding the achievement of IHS' primary mission involving patient care, health promotion, and advocacy for tribal governments and Indian organizations.

TREAT EMPLOYEES FAIRLY

Employees shall be treated fairly and compassionately in all changes in the structure and programs of Indian health programs.

EXCELLENCE

Commitment to excellence shall be achieved and maintained in administrative, clinical, and public health programs and practices.